

Jackson Health System

Patient Rights and Responsibilities

Patient Rights

Respect and Dignity: A patient has the right, within the law, to personal and informational privacy. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Visitation Rights: A patient has the right to receive visitors, subject to his or her consent, whom he or she designates, including but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member, or a friend. A patient also has the right to withdraw or deny such consent at any time. Jackson Health System will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Jackson Health System will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences. Visitation may be clinically restricted or limited when the patient is undergoing care interventions, when there may be infection control issues, and when visitation may interfere with the care of other patients.

Questions: A patient has the right to prompt and reasonable response to questions and requests.

Identity: A patient has the right to know and identify professional status of individuals providing service and to know which physician or other practitioner is primarily responsible for his or her care.

Support Services: A patient has the right to allow a family member, friend, or other individual to be present with the patient for emotional support during the course of care. This support person is welcome and encouraged to be present with the patient for emotional support during the course of care, unless the well-being of the patient or other patients makes it unfeasible. A patient has the right to know what support services are available including whether an interpreter is available if he or she does not speak English.

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Facility Rules and Regulations: A patient has the right to be informed of facility rules and regulations applicable to his or her conduct as a patient.

Information: A patient has the right to obtain from the practitioner responsible for coordinating his or her care complete and current information concerning diagnosis, planned course of treatment, alternatives, risks and any known prognosis.

Decisions Regarding Care: A patient has the right, in collaboration with his or her physician, to make decisions involving his or her health care including the right to accept medical care or refuse treatment to the extent permitted by law and the right to formulate advance directives.

Facility Charges: A patient has the right to request and receive an itemized and detailed explanation of his or her total bill for services rendered in the hospital.

Medicare: A patient has the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.

Access to Care: A patient has the right to impartial access to treatment or accommodations available or medically indicated, regardless of race, creed, gender identity, sexual orientation, national origin, or sources of payment.

Emergency Treatment: A patient has the right to treatment for any emergency medical condition.

Research: A patient has the right to know if medical treatment is for purposes of experimental research or educational projects and to give consent or refusal in such instances.

Grievance Rights: A patient has the right to express grievances regarding any violation of his or her rights through the grievance procedure of the healthcare provider or healthcare facility that served him or her and to the appropriate state licensing agency.

Ethical Rights: A patient or the patient's designated representative has the right to participate in the consideration of ethical issues that arise in the care of the patient.

Privacy and Confidentiality: A patient has the right, within the limits of the law, to personal privacy and confidentiality of information.

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Personal Safety: A patient has the right to expect reasonable safety insofar as the facility practices and environment are concerned.

Communication: A patient has the right to receive healthcare information in a way he or she understands. This includes language interpretation and translation services, and/or assistance with vision, speech, hearing or cognitive impairments. A patient has the right of access to people outside the hospital by means of visitors, and written and verbal communication.

Consultation: A patient has the right, at his or her own request and expense, to consult with a specialist.

Consent: A patient has the right to reasonable informed participation in decisions involving his or her health care.

Transfer and Continuity of Treatment: A patient has the right not to be transferred to another facility or organization unless the patient has received a complete explanation of the need for the transfer and alternatives to such a transfer.

Advance Directives: A patient has the right to formulate advance directives and appoint a surrogate to make healthcare decisions to the extent of the law.

Pain Management: A patient has the right to receive individualized management of his or her pain.

Restraints/Seclusion: The patient has the right to be free from any form of restraints or seclusion that is not medically necessary.

Patient Responsibilities

Provision of Information: A patient has the responsibility to provide, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medication and other matters relating to his or her health.

Changes in Health: A patient has the responsibility to report unexpected changes in his or her condition to the healthcare provider.

Compliance with Instructions: A patient has the responsibility to report to the healthcare provider whether he or she understands a contemplated course of action

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and what is expected of him or her, and to follow the treatment plan recommended by the practitioners primarily responsible for his or her care including following instructions given by nurses and allied health personnel.

Appointments: A patient has the responsibility to keep appointments and when he or she is unable to do so for any reason, for notifying the responsible practitioner/hospital.

Refusal of Treatment: A patient has the responsibility for his or her actions if he or she refuses treatment or does not follow the practitioner's instructions.

Facility Charges: A patient has the responsibility for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.

Facility Rules and Regulations: A patient has the responsibility for following facility rules and regulations affecting patient care and conduct.

Respect and Consideration: The patient is responsible for being considerate of the rights of other patients and facility personnel, and for assisting in the control of noise and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the facility.

Filing Complaints: If you have a complaint against a hospital or ambulatory center and wish to file a grievance:

- please contact the administration
- or you may call:
The Consumer Assistance Unit, 1-888-419-3456 (press 1)
- or write to this address:
Agency for Healthcare Administration
Consumer Assistance Unit
2727 Mahan Drive, Building 1
Tallahassee, Florida 32308

Or, you may choose to report it to The Joint Commission. The Joint Commission conducts accreditation surveys of organizations to determine their compliance with the nationally established standards. These standards deal with an organization's quality, safety-of-care issues, and the safety of the environment where the care is provided.

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You may contact them by e-mail, complaint@jointcommission.org; by fax, 1-630-792-5363; or write to:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60282

If you have a complaint against a healthcare professional and want to receive a complaint form,

- call the Consumer Services Unit at 1-888-419-3456 (press 2)

- or write to this address:
Agency for Healthcare Administration
Consumer Services Unit
P.O. Box 14000
Tallahassee, Florida 32317-4000

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